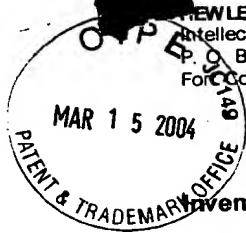


HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
Box 272400  
Fort Collins, Colorado 80527-2400

PATENT APPLICATION  
ATTORNEY DOCKET NO. HP 10004379-1

2113



IN THE  
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Michael S. Lopke

Confirmation No.: 9877

Application No.: 09/882,567

Examiner: Yolanda L. Wilson

Filing Date: June 15, 2001

Group Art Unit: 2113

Title: Enduser Diagnostic System and Method for Computer-based  
Error Interpretation

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

- (X) Response/Amendment ( ) Petition to extend time to respond  
( ) New fee as calculated below ( ) Supplemental Declaration  
( ) No additional fee (Address envelope to "Mail Stop Non-Fee Amendment")  
(X) Other: post card (fee \$                     )

| CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY       |  |                        |  |                         |             |                           |
|--|--|------------------------|--|-------------------------|-------------|---------------------------|
| (1)<br>FOR   | (2)<br>CLAIMS REMAINING<br>AFTER AMENDMENT | (3)<br>NUMBER<br>EXTRA | (4)<br>HIGHEST NUMBER<br>PREVIOUSLY PAID FOR | (5)<br>PRESENT<br>EXTRA | (6)<br>RATE | (7)<br>ADDITIONAL<br>FEES |
| TOTAL<br>CLAIMS                                      |  | MINUS                  |  | =                       | X           | \$                        |
| INDEP.<br>CLAIMS                                     |  | MINUS                  |  | =                       | X           | \$                        |
| [ ] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM |  |                        |  |                         | +           | \$                        |
| EXTENSION<br>FEE                                     | 1ST MONTH                                  | 2ND MONTH              | 3RD MONTH                                    | 4TH MONTH               |             | \$                        |
| OTHER FEES   |  |                        |  |                         |             | \$                        |
| TOTAL ADDITIONAL FEE FOR THIS AMENDMENT              |  |                        |  |                         |             | \$ -0-                    |

Charge \$                      to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450.

Date of Deposit: 11 March 2004

Typed Name: J. Nevin Shaffer, Jr.

Signature: J. Nevin Shaffer, Jr.

By J. Nevin Shaffer, Jr.  
J. Nevin Shaffer, Jr.

Attorney/Agent for Applicant(s)  
Reg. No. 29,858

Date: 11 March 2004

Telephone No.: (512) 327-8932

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